

1. INTRODUCTION

This document (together with the documents mentioned herein) establishes the conditions that govern the use of this website (www.zara.com) and the purchase of products on it (hereinafter referred to as the "Conditions").

We urge you to read the Conditions, our Cookies Policy and our Privacy Policy (hereinafter, jointly, the "Data Protection Policies") carefully before using this website. When you use this website or place an order on it, you are aware that you are bound by these Conditions and our Data Protection Policies, so if you don't agree with the Conditions and with the Data Protection Policies, you mustn't use this website.

These Conditions may be modified. It is your responsibility to read them periodically, as the current conditions at the time of concluding the relevant Contract (as defined further on) or of use of this website shall be those that apply.

If you have any query regarding the Conditions or the Data Protection Policies you may contact us by using the contact form.

The Contract (as defined below) may be executed, at your option, in any of the languages in which the Conditions are available on this website.

2. OUR DETAILS

Sale of goods through this website is carried out under the name ZARA by ZARA Österreich Clothing GmbH, an Austrian company with registered address at Kärntner Straße 11 / Top 6, 1010 Vienna, registered in the commercial register of the commercial court in Vienna under the number FN 176276 f, with VAT Identification Number ATU 464 002 01.

3. YOUR DETAILS AND YOUR VISITS TO THIS WEBSITE

The information or personal details that you provide us shall be processed in accordance with the Data Protection Policies. When you use this website, you agree to the processing of the information and details and you state that all information and details provided are true and correspond to reality.

4. USE OF OUR WEBSITE

When you use this website and place orders through it, you agree to:

- i. Use this website to make legally valid enquiries and orders only.
- ii. Not to make any false or fraudulent orders. If an order of this type may reasonably be considered to have been placed, we shall be authorized to cancel it and inform the competent authorities.

- iii. Provide us with your e-mail address, postal address and/or other contact details truthfully and exactly. You also agree that we may use this information to contact you in the context of your order if necessary (see our Privacy Policy).

If you do not provide us with all the information we need, you cannot place your order.

When you place an order on this website, you state that you are over the age of 18 and are legally eligible to enter into binding contracts.

5. SERVICE AVAILABILITY

The articles offered on this website are only available for deliveries within Austria.

6. FORMALISING THE CONTRACT

The information contained in these Conditions and the details contained on this website do not constitute an offer of sale, rather an invitation to treat. There shall be no contract between you and us in relation to any product until your order has been expressly accepted by us. If your offer is not accepted and your account has already been charged, the amount of the same shall be reimbursed in full.

To place an order, you must follow the online purchasing procedure and click "Order subject to costs". After doing so, you will receive an e-mail confirming receipt of your order (the "Order Confirmation"). Keep in mind that this does not mean that your order has been accepted, since it constitutes an offer that you are making to us to buy one or more products. All orders are subject to our acceptance, which you will be informed of via an e-mail in which we will confirm that the order is being sent (the "Delivery Confirmation"). A summary of the details of your order will be attached to the Delivery Confirmation ("e-ticket").

The contract between us to buy a product (the "Contract") is concluded only when we send you the Delivery Confirmation.

Only the products listed in the Delivery Confirmation shall be subject to the Contract. We are not obliged to provide you with any other product that has not been ordered until we confirm that these have been sent in a Delivery Confirmation.

We use electronic invoices. Herewith you agree that you receive invoices electronically. Electronic invoices will be made available to you in PDF format under "My Account" on this website. We will inform you for each purchase in the Delivery Confirmation if the electronic invoice is available.

7. REFUSAL TO PROCESS AN ORDER

We reserve the right to remove any product from this website at any time and to remove or modify any material or content from the same. Although we will always do everything possible to process all orders, there may be exceptional circumstances that force us to refuse to process an order after having sent the Order Confirmation, and we reserve the right to do so at any time.

We shall not be liable to you or to any third party for removing any product from this website for removing or modifying any material or content from the website, or not processing an order once we have sent the Order Confirmation.

8. AVAILABILITY OF PRODUCTS

All product orders are subject to availability of the same. Along this line, if there are difficulties regarding the supply of products or there are no more items left in stock, we reserve the right to provide you with information on substitute products of the same or higher quality and value that you may order. If you do not wish to order the substitute products, we will reimburse any amount that you may have paid.

9. DELIVERY

Notwithstanding clause 7 above regarding product availability and save for extraordinary circumstances, we will endeavour to send the order consisting of the product(s) listed in each Delivery Confirmation prior to the date indicated in the Delivery Confirmation in question or, if no delivery date is specified, in the estimated timeframe indicated when selecting the delivery method and, in any case within a maximum period of 30 days from the date of the Order Confirmation.

Nonetheless, there may be delays for reasons such as the customization of products, the occurrence of unforeseen circumstances or the delivery zone.

As for the virtual gift card (hereinafter referred to as “eCard”) we will deliver it on the date indicated by you when placing the order.

If for any reason we are unable to comply with the delivery date, we will inform you of that situation and we will give you the option to continue with the purchase, establishing a new delivery date, or cancel the order with full reimbursement of the amount paid. Keep in mind in any case that we generally do not make home deliveries on Saturdays or Sundays, except in the case of the eCard which will be delivered on the date specified by you.

For the purposes of these Conditions, "delivery" shall be understood to have taken place or the order "delivered" as soon as you or a third party indicated by you acquires physical possession of the goods, which will be evidenced by the signing of the receipt of the order at the delivery address indicated by you or if you consented to lodgment by the delivery service with deposit of the goods.

The eCard will be considered delivered as set out in the Terms of Use of the gift card and, in any case, at the time of sending this to the email address specified by you.

10. INABILITY TO DELIVER

If it is impossible for us to delivery your order even after 2 attempts, we will attempt to find a safe place to leave it. If we cannot find a safe place, your order will be returned to our warehouse. We will also leave a note explaining where your order is located and what to do to have it delivered again. If you will

not be at the place of delivery at the agreed time, we ask you to contact us to organise delivery on another day.

If after 30 days from the date your order is available for delivery, the order could not be delivered for reasons not attributable to us, we shall assume that you wish to withdraw from the Contract, which will then automatically convert to a contractual obligation for refund. As a result of the withdrawal, we will return to you all payments received from you, including delivery charge (except for any additional costs resulting from your choice of any delivery method other than the ordinary delivery method that we offer) without any undue delay, and at any rate, within 14 days after the withdrawal.

This clause does not apply to the eCard, whose delivery is governed by the provisions of the Terms of Use of the Gift Card and the provisions of clause 9 above.

11. TRANSMISSION OF RISK AND OWNERSHIP OF THE PRODUCTS

The products shall be at your risk from the moment of delivery to you or a third party indicated by you or living in the same household.

You will take ownership of the products when we receive full payment of all amounts due in relation to the same, including delivery fees, or at the moment of delivery (as defined in clause 9 above), if that were to take place at a later time.

12. PRICE AND PAYMENT

The price of the products will be as stipulated at all times on our website, except in the case of an obvious error. Although we make every effort to ensure that the prices featured on the web page are correct, error may occur. If we discover an error in the price of any of the products that you have ordered, we will inform you as soon as possible and give you the option of confirming your order at the correct price or cancelling it. If we are unable to contact you, the order will be considered cancelled and all amounts paid will be reimbursed to you in full.

We are not obliged to provide you with any product at the incorrect lower price (even when we have sent the Delivery Confirmation) if the error in the price is obvious and unmistakable and could have reasonably been recognized by you as an incorrect price.

The prices on the website include VAT, but exclude delivery fees, which are added to the total price as indicated in our Shopping Guide - Delivery Fees. The total price including the price for the purchased product(s), delivery fees and VAT will be shown before you finally place the order.

Prices may change at any time. However, except as stipulated above, the changes shall not affect the orders for which we have sent an Order Confirmation.

Once you have selected all articles that you wish to buy, those will have been added to your basket and the next step will be to process the order and make payment. To that end, you must follow the steps of the purchase process, filling up or verifying the information requested in each step. Furthermore,

throughout the purchase process, before payment, you can modify the details of your order. You are provided with a detailed description of the purchase process in the Shopping Guide. Also, if you are a registered user, a record of all the orders placed by you is available in "My Account" area.

You may use, as payment method, the cards Visa, MasterCard, American Express, Klarna and PayPal. In addition, you can pay all or part of the price of your purchase with a gift card or an eCard issued by ZARA Österreich Clothing GmbH for Austria.

Please note that the option Change of size will only be available when the following means of payment are used: American Express, MasterCard and Visa.

To minimize the risk of non-authorized access, your credit card details will be encrypted. Once we receive your order, we request a pre-authorization on your card to ensure that there are sufficient funds to complete the transaction. The charge on your card will be made at the time your order leaves our warehouse.

If your payment method is PayPal or Klarna, the charge will be made when we confirm your order.

When you click "Purchase", you are confirming that the credit card is yours or you are the rightful holder of the gift card or the eCard.

Credit cards are subject to verification and authorization by the card issuing entity, but if the entity does not authorize the payment, we shall not be liable for any delay or failure to deliver, and we will be unable to conclude any Contract with you.

13. BUYING GOODS AS A GUEST

The functionality of buying goods as a guest is also available on the website. Under this type of purchase, only such data which are essential to process your order will be requested from you. Upon completion of the purchase process, you will be offered the possibility of registering as a user or continue as a non-registered user.

14. QUICK PURCHASE

The function Quick Purchase (hereinafter "Quick Purchase"), facilitates purchases through this site, you won't need to enter data about shipping, invoice and payment for each purchase.

See "Quick Purchase" in the "Purchase basket".

To use Quick Purchase, you must sign up for an account and save your card information. You can do this for a payment, by selecting "Save my card details" button, with all credit cards accepted by this site. The following card data will be stored: Card number, name of the card holder (as specified on the card) and expiration date. If you use Quick Purchase, the payment must be made by credit card.

To save your card data and to use Quick Purchase, you must accept the applicable Data Protection Policy.

By agreeing to use the Quick Purchase function, you authorize that the purchases are charged to the card that is linked to the tool. The use of the card is subject in all cases to written agreements conditions between you and the card issuer.

You can store data for up to 15 cards under Quick Purchase. In order to do this you must pay with each card at least once. If you want to save data for more than one card, the card whose data was last stored is your "preferred card" and will be loaded by default on purchases via Quick Purchase. You can, however change your "preferred card" that is associated with the Quick Purchase under "My Account" on this website.

To use Quick Purchase, you just need to click on "Quick Purchase", which is displayed in the shopping basket. A window will then appear with the shipping, receipt and payment methods of your purchase. The data contained in this window cannot be edited. If you insert incorrect data, the purchase will not be finalized. When you perform purchases using different details, please do not use the Quick Purchase service.

15. VALUE ADDED TAX

Pursuant to the prevailing rules and regulations in force, all purchases done through the web site are subject to the Value Added Tax (VAT).

16. RIGHT OF REVOCATION AND RETURN

16.1 Statutory right of revocation

REVOCATION INSTRUCTION

Right of revocation

If you, as a consumer, conclude a contract, you are entitled to revoke it without specifying reasons within the statutory revocation period.

The revocation period ends 14 days from the day on which you or a third party appointed by you, who is not the carrier, took possession of the goods or in the case of several items in a separately delivered order, 14 days from the day on which you or a third party appointed by you, who is not the carrier, took possession of the last item.

In order to exercise your right of revocation you must inform us that you wish to revoke the contract in one of the following ways:

- i. By post:
ZARA Österreich Clothing GmbH
Kärntner Straße 11 / Top 6
1010 Vienna
- ii. By email:
Contact.at@zara.com
- iii. By telephone:
0800 216 277
- iv. By web contact form

If you wish you can use our revocation form template to do so.

In order to comply with the revocation period, it is sufficient for you to dispatch your notification about exercising the right of revocation prior to the expiry of the revocation period.

You do not have the right to revoke if it involves the delivery of one of the following products:

- i. Items that have been customised.
- ii. Music CDs/DVDs with their original seal removed.
- iii. Separate articles of a set.
- iv. Sealed goods that are not suitable for return due to hygiene reasons and that have had their seal broken after delivery.

Consequences of revocation

If you revoke this Contract, we will immediately refund all payments received from you including shipping costs (with the exception of additional costs arising because you have chosen a shipping method other than the standard shipping method offered by us) and in any event, no later than 14 days from the date on which this notification about your revocation is received by us. For this refund, we use the same payment method that you used for the original transaction. Under no circumstances will we charge you for this refund. Notwithstanding the aforementioned, we may refuse the refund until we have received the returned goods or until you have provided evidence that you have returned the goods, depending on which takes place sooner.

You must return or hand over the goods to us immediately and no later than 14 days from the day on which you informed us of your revocation of the contract. The period shall be deemed to have been complied with if you dispatch the goods prior to the expiry of the period of 14 days.

Goods can be returned free of charge using one of the following options:

i. Returns to any ZARA store:

You can return all items to any ZARA store in Austria that has the same department to which the goods that you intend to return belong. We ask you to present in such case in the store, as well as the item, the e-ticket that was attached to the Delivery Confirmation, which is also saved under your Account on our website, and on the Zara app. You can present the e-ticket either by showing it in digital form on your mobile, or by bringing to the store a print of the e-ticket.

ii. Returns at collection points:

Furthermore, you can request a return at a collection point (post office or packing station). Once the application has been checked, you will receive a confirmation e-mail and the stamped return slip to print out and stick on the parcel. To request the franked return slip, proceed as follows: Please log in and follow the instructions under "RETURNS" under "My Account". If you do not have a customer account, please use the link you received in the order confirmation as well as in the delivery confirmation.

Alternatively you can return the goods to the following address at your own expense:

Spedimex Sp. z o.o.
Sosnowiec 15A
95-010 Stryków k/Łodzi
Poland

If you choose to return the items to us "cash on delivery", please note that we are entitled to charge you for any costs incurred.

We will check the returned items and inform you about your right to a refund for the amounts paid. The refund will take place as quickly as possible, and in any event, within 14 days from the date on which we received notification of your revocation. Notwithstanding the aforementioned, we may refuse the refund until we have received the returned goods or until you have provided evidence that you have returned the goods, depending on which takes place sooner. The refund will always take place with the same payment method that you used to pay for the purchase.

You are only required to cover any loss in value of the goods, if this loss in value is due to handling of the goods that is not necessary for inspecting the quality, characteristics and function of the goods.

END OF REVOCATION INSTRUCTION

16.2 Contractual right of return

In addition to the statutory right of revocation for consumers and users, mentioned in clause 16.1 above, we grant you contractual right of return. This allows you to return the goods to us within a period of 30 days from the Delivery Confirmation.

The return of the gift card / eCard is governed by the Terms of Use of the Gift Card.

To exercise your right of return, it is sufficient to return the goods to us free of charge by one of the following methods:

i. Returns to any ZARA store:

You can return all items to any ZARA store in Austria that has the same department to which the goods that you intend to return belong. In such case, you should go to such store and present, as well as the item, the e-ticket that was attached to the Delivery Confirmation, which is also saved under your Account on our website, and on the Zara app. You can present the e-ticket either by showing it in digital form on your mobile, or by bringing to the store a print of the e-ticket.

ii. Returns at collection points

Furthermore, you can request a return at a collection point (post office or packing station). Once the application has been checked, you will receive a confirmation e-mail and the stamped return slip to print out and stick on the parcel. To request the franked return slip, proceed as follows: Please log in and follow the instructions under "RETURNS" under "My Account". If you do not have a customer account, please use the link you received in the order confirmation as well as in the delivery confirmation.

You may also return the goods to the address specified under clause 16.1 at our own expense.

If you choose to return the items to us "cash on delivery", please note that we are entitled to charge you for any costs incurred.

If possible, the return must be made using the original packaging.

We will check the returned items and inform you about your right to a refund for the amounts paid. The refund will take place as quickly as possible, and in any event, within 14 days from the date on which we received notification of your cancellation. The refund will always take place via the same payment method that you used to pay for the purchase.

Please be aware that your right to cancel return only applies to products that were returned in the condition in which you received them. If the use of an item goes beyond mere inspection such as could be carried out in, for example, a shop, no refund will be given for damaged items or items that are not in the same condition as when you received them.

In addition you cannot return the following items:

i. Customized items.

- ii. Music CDs/DVDs with their original seal removed.
- iii. Separate articles of a set.
- iv. Sealed goods that are not suitable for return due to hygiene reasons and that have had their seal broken after delivery.

If you have any questions, you can contact us on our contact form or by calling 0800 216 277.

16.3 Return of faulty items

If you believe that an item does not correspond to the contractual Terms and Conditions valid at the time of the delivery, you should contact us immediately using our web form and notify us of the details of the item and the damage. You can also call us on 0800 216 277 and we will advise you of how to proceed.

You may return the item to the address specified under clause 16.1 or to any ZARA store in Austria.

Our stores are entitled to ask for a proof of purchase, which could be a copy of the e-ticket attached to the Delivery Confirmation that is additionally saved under your Account on our website or on the Zara app. You can present the e-ticket either by showing it in digital form, or by bringing to the store a print of the e-ticket.

We will inspect the returned item thoroughly and inform you within an adequate time period by e-mail as to whether it should be repaired, replaced or the price refunded (depending on the individual case). The repair, replacement or refund of the amount for the defective item will take place as quickly as possible, and in any event, within 14 days of the date on which we notified you by e-mail that you are entitled to a repair, replacement or refund of the amount for the defective item. If a repair is not feasible for financial reasons due to the associated costs, we will either refund the amount or replace the item.

The amounts paid for items that are returned due to damage or defects - if available - shall be fully refunded, including the shipping costs associated with the shipment of the items and the costs that you have incurred as a result of the return shipment to us. The refund shall take place via the same payment method that you used to pay for the purchase.

Your statutory rights shall remain unaffected by this, in any event.

16.4 Change of size

If you decide that the item that you have purchased is in the wrong size for you, then you may be able to request a change in its size, without having to pay an additional delivery charge for the new item being sent to you provided you return the original item. This is regardless of your statutory right of revocation and your contractual right of return, which will continue to exist. You can request the change of size via the "Orders and Exchanges" section of "My account" on this website. You should select the new size of

your item, and provided that (i) it is the same item, (ii) its price on the website is equal to or greater than the price that you paid for the original item (but please note, in this case only, you will not be charged for the price) and (iii) only certain means of payment have been used (please see Clause 12 of these Terms and Conditions for further information), then you will be able to request the change in size. Please note that the option for you to change the size of your original item will only be displayed as being available when all of these conditions are met.

Once you have requested the change and selected the appropriate return method, you must return the original item, either in any ZARA store in Austria which have the same section to which the item you wish to change belongs to), or by handing it in at a collection point (see 16.2 ii)). You must return the item without any undue delay, and in any event within a maximum period of 14 calendar days from the change request in the website. Neither of the two options for returning the item will generate (with exception of failed return of the original item regulated in the last paragraph) additional costs for you.

If you return the item in any ZARA store in Austria, which has the same section to which the item you wish to change belongs to, you should present, as well as the item, the e-ticket that was attached to the Delivery Confirmation, which is also saved under your Account on our website and on the Zara app; you can present the e-ticket either by showing it in digital form, or by bringing to the store a print of the e-ticket.

After you have chosen your return method, we will send the new order with the item in the revised size within 2-3 working days from the date of the request of the change, and in any event within a maximum period of 30 days from that date. This new order is governed by the provisions of these Terms and Conditions, including the exercise of the statutory right of revocation.

Please note that if after 14 calendar days from the change request in the website, you have not returned the original item, we are entitled to charge the costs corresponding to the new order placed, subject to the provisions of the Terms and Conditions.

17. LIABILITY AND WAIVING LIABILITY

Unless otherwise indicated expressly in these Conditions, our liability regarding any product acquired on our website shall be limited strictly to the price of purchase of said product.

Notwithstanding the above, our liability shall not be waived nor limited in the following cases:

- i. In case of death or personal harm caused by our negligence;
- ii. In case of fraud or fraudulent deceit; or
- iii. In any case in which it were illegal or illicit to exclude, limit or attempt to exclude or limit our liability.

Notwithstanding the paragraph above, and to the extent legally allowed, and unless these Conditions indicate otherwise, we shall not accept any liability for the following losses, regardless of their origin:

- i. loss of income or sales;
- ii. loss of business;

- iii. loss of profits or contracts;
- iv. loss of forecast savings;
- v. loss of data; and
- vi. loss of management time or office hours.

Due to the open nature of this website and the possibility of errors in storage and transmission of digital information, we do not warrant the accuracy and security of the information transmitted or obtained by means of this website, unless otherwise indicated expressly on this website.

All product descriptions, information and materials shown on this website are provided "as is", with no express or implied warranties on the same, except those legally established. In this sense, if you are contracting as a consumer or user, we are obliged to deliver goods that are in conformity with the Contract, being liable to you for any lack of conformity which exists at the time of delivery. It is understood that the goods are in conformity with the Contract if they: (i) comply with the description given by us and possess the qualities that we have presented in this website, (ii) are fit for the purposes for which goods of the kind are normally used and (iii) show the quality and performance which are normal in goods of the same type and can which can reasonably be expected.

To the extent permitted by law, we exclude all warranties, except those that may not be excluded legitimately in favor of consumers and users.

The products that we sell, especially artisan products, often have the characteristics of the natural materials used in manufacturing them. These characteristics, such as variations in grain, texture, knots and colour, may not be considered defects or damage. On the contrary, you must count on their presence and appreciate them. We select only products of the highest quality but natural characteristics are inevitable and should be accepted as part of the individual appearance of the product.

The provisions in this clause shall neither affect your statutory rights as a consumer and user, nor your right to withdraw from the Contract.

18. INTELLECTUAL PROPERTY

You recognise and agree that all copyrights, registered trademarks and other intellectual property rights on all materials or contents provided as part of the website belong to us at all times or to those who grant us license for their use. You may use said material only to the extent that we or the usage licensors authorize it expressly. This does not prevent you from using this website to the extent necessary to copy the information on your order or Contact details.

19. VIRUSES, PIRACY AND OTHER COMPUTER ATTACKS

You must not make undue use of this website by intentionally introducing viruses, Trojans, worms, logic bombs or any other software or technologically damaging or harmful material. You shall not attempt to make unauthorized access to this website, the server on which the site is hosted or any server, computer or database related to our website. You undertake not to attack this website through any attack of denial of service or an attack of distributed denial of service.

Failure to comply with this clause shall be considered an infraction as defined under the applicable regulations. We will report any failure to comply with this regulation to the corresponding authorities, and we will co-operate with them to determine the identity of the attacker. Likewise, in the event of failure to comply with this clause, authorization to use this website shall be suspended immediately.

We shall not be held liable for any damage or harm resulting from a denial of service attack, virus or any other software or technologically damaging or harmful material that may affect your computer, IT equipment, data or materials as a result of using this website or downloading content from the same or those to which this site redirects you.

20. LINKS FROM OUR WEBSITE

If our website contains links to other websites and third-party materials, said links are provided for information purposes only and we have no control whatever over the content of those websites or materials. Therefore, we shall not accept any liability for any damage or harm deriving from their use.

21. WRITTEN COMMUNICATION

The applicable regulations require that some of the information or notification that we send to you be in written form. By using this website, you agree that most of the communication with us will be electronic. We will contact you by e-mail or we will provide you information by posting alerts on this website. For contractual purposes, you agree to use this electronic means of communication and accept that all contracts, notifications, information and other communication that we send you electronically complies with the legal requirements of providing it in writing. This condition will not affect your statutory rights.

22. NOTIFICATIONS

The notifications that you send us must be sent preferably through our contact form. Pursuant to the provisions in clause 21 above and unless otherwise stipulated we may send you notifications either by e-mail or to the postal address you provided us when placing an order.

It shall be understood that the notifications have been received and have been carried out correctly as soon as they are posted on our website, 24 hours after they have been sent by e-mail, or three days after the postage date on any letter. As proof that the notification has been sent it shall be sufficient to prove, in the case of a letter, that it was correctly addressed, that the correct postage was paid and that it was duly delivered to the post office or to a mail box, and in the case of an email, that the notification was sent to the email address specified by the recipient.

23. TRANSFER OF RIGHTS AND OBLIGATIONS

The Contract is binding both, for you and for us, as well as for our respective successors, transferees and heirs.

You may not transmit, cede, levy or in any other way transfer a Contract or any of the rights or obligations derived from the same, without having obtained our written consent in advance.

We may transmit, cede, levy, subcontract or in any other way transfer a Contract or any of the rights or obligations derived from the same, at any time during the life of the Contract. To avoid any doubt, said transmissions, cessions, levies or other transfers shall not affect the rights that, as applicable, you have as a consumer recognized by law or cancel, reduce or limit in any way the express and tacit warranties that we may have given you.

24. EVENTS BEYOND OUR CONTROL

We will not be liable for any non-compliance or delay in compliance with any of the obligations we assume under a Contract when caused by events that are beyond our reasonable control ("Force Majeure").

Force Majeure shall include any act, event, failure to exercise, omission or accident that is beyond our reasonable control, including, among others, the following:

- i. Strike, lockout or other forms of protest.
- ii. Civil unrest, revolt, invasion, terrorist attack or terrorist threat, war (declared or not) or threat or preparation for war.
- iii. Fire, explosion, storm, flood, earthquake, collapse, epidemic or any other natural disaster.
- iv. Inability to use trains, ships, aircraft, motorized transport or other means of transport, public or private.
- v. Inability to use public or private telecommunication systems.
- vi. Acts, decrees, legislation, regulations or restrictions of any government or public authority.
- vii. Strike, failure or accident in maritime or river transport, postal transport or any other type of transport.

It shall be understood that our obligations deriving from Contracts are suspended during the period in which Force Majeure remains in effect, and we will be given an extension of the period in which to fulfil these obligations by an amount of time equal to the time that the situation of Force Majeure lasted. We will provide all reasonable resources to end the situation of Force Majeure or to find a solution that enables us to fulfil our obligations by virtue of the Contract despite the situation of Force Majeure.

25. WAIVING RIGHTS

The lack of requirement on our part for strict compliance on your part with any of the obligations assumed by you by virtue of a Contract or of these Conditions or a lack of exercising on our part of the rights or actions that correspond to us by virtue of this Contract or of the Conditions shall not constitute the waiving or limitation of said rights or actions, nor exonerate you from fulfilling said obligations.

The waiving on our part of a specific right or action shall not constitute the waiving of other rights or actions derived from the Contract or from the Conditions.

The waiving on our part of any of these Conditions or of the rights or actions derived from the Contract shall not take effect unless expressly stipulated that it is a waiving of rights and is formalized and notified to you in accordance with the provisions of the Notifications section above.

26. ENTIRE AGREEMENT

These Conditions and any document referenced in the same constitute the entire agreement between you and us as regards the purpose of the same, replacing any previous pact, agreement or promise made between you and us verbally or in writing.

You and ourselves acknowledge that we have agreed to enter into the Contract without depending on any declaration or promise made by the other party or that could have been inferred from any statement or document in the negotiations entered into by the two parties prior to said Contract, except those expressly mentioned in these Conditions.

Neither you nor ourselves shall take any action regarding any untrue statement made by the other party, verbally or in writing, prior to the date of the Contract (unless said untrue statement was made fraudulently) and the only action that may be taken by the other party shall be due to breach of contract in accordance with the provisions of these Conditions.

27. OUR RIGHT TO MODIFY THESE CONDITIONS

We have the right to review and modify these Conditions at any time.

You are subject to the policies and Conditions in effect at the moment in which you use this website or place each order, except when by law or decision of governmental entities we must make changes retroactively to said policies, Terms or Privacy Statement, in which case the possible changes will also affect orders made previously by you.

28. APPLICABLE LEGISLATION AND JURISDICTION

The use of our website and the product purchase contracts through said website shall be governed by Austrian legislation.

Any controversy that arises or is related to the use of the website or said contracts shall be subject to the exclusive jurisdiction of the Austrian courts.

If you are entering into the contract as a consumer, nothing in this clause shall affect the rights you have, as recognized in any applicable legislation in effect.

29. COMMENTS AND SUGGESTIONS

Your comments and suggestions are always welcome. Please send any comments and suggestions through our contact form.

Moreover, there are official claim forms available to consumers and users. Those can be requested by calling 0800 216 277 or through our contact form.

30. ONLINE DISPUTE RESOLUTION

If you as a buyer consider your rights have been breached, you can address your complaints to us via the email address contact.at@zara.com in order to seek an out-of-court settlement.

If you are a consumer, ZARA has to provide you with the link to the online dispute settlement platform in accordance with the Alternative Dispute Settlement Law. This link reads as follows: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>. You can also address any complaint to the above e-mail address.

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